

### GENERAL WORKS

#### 1. What is the DCDEE Workforce Online Reporting and Knowledge System (WORKS)?

The Division of Child Development and Early Education (DCDEE) Workforce Online Reporting and Knowledge System (WORKS) functions as a single portal of entry for the North Carolina child care workforce. This system will collect, report, and track child care workforce education and professional development information needed to support education requirements, as required by North Carolina Child Care Rules to comply with educational programs and materials.

#### 2. Who may access DCDEE WORKS?

Applicants who will benefit the most from using DCDEE WORKS are prospective teachers and anyone currently working in a regulated child care facility including, but not limited to Administrators, NC Department of Public Instruction (DPI) Teachers, DPI Teacher Assistants, Family Child Care Home (FCCH) Providers, Group Leaders, Program Coordinators, Lead Teachers, Site Owners and Teachers.

#### 3. Now that DCDEE WORKS is available, what are my first steps?

First, create your "Individual" North Carolina Identity Management (NCID) username and password which will be used to access your DCDEE WORKS account. After creating your individual NCID, follow the prompts to start registration for DCDEE WORKS.

#### 4. What is a NCID?

The North Carolina Identity Management Service (NCID) is the standard identity and access management platform provided by the Department of Information Technology Services (DIT). NCID is a web-based application that provides a secure environment for state agency, local government, business and individual users to log in and gain access to real-time resources, such as customer-based applications and information retrieval.

#### 5. How do I apply for my NCID?

In a web browser, such as Internet Explorer, go to the North Carolina Identity Management (NCID) website at <https://ncid.nc.gov>. At the bottom of the page, find the blue bar that reads, "To register for a new NCID account click here," then click "Register!" Follow the steps until completion.

North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID:  [Forgot your User ID?](#)

Password:  [Forgot your Password/Unlock Account?](#)

[Need Help?](#)

REMINDER: Bookmarking this page can lead to error messages or denied access to an application or service

[To register for a new NCID account click here. Register!](#)

This is a government computer system and is the property of the State of North Carolina. This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in linked herein this system may subject the individual to administrative disciplinary actions, criminal and civil penalties. Users have no expectation of privacy. This system and equipment are subject to monitoring to ensure proper performance of available security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being transmitted, downloaded, uploaded, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

[North Carolina](#) [Privacy and Other Policies](#) [Contact Us](#)

For additional assistance with creating your NCID use the [DCDEE WORKS Applicant Job Aid- Creating Your NCID](#) or contact the **North Carolina Identity Management (NCID)** at (919) 754 – 6000 or **Toll Free** 1-800-722-3946 and the next available representative will be glad to assist you.

### 6. Which “NCID user type” will I need to access DCDEE WORKS?

To access DCDEE WORKS, you will need the “**Individual**” NCID user type to access your account. All other user types are invalid for DCDEE WORKS.

### 7. I already have an NCID that I use for my business. Can I use my business NCID to access DCDEE WORKS?

**No.** To access DCDEE WORKS, you will need the “**Individual**” NCID user type to access DCDEE WORKS. All other user types are invalid for DCDEE WORKS.

### 8. I am a state employee, and I have an NCID from my division. Can I use my state NCID to access DCDEE WORKS?

**No.** To access DCDEE WORKS, you will need an “**Individual**” NCID user type to access DCDEE WORKS. All other user types are invalid for DCDEE WORKS.

If you have a personal education account with the Workforce Education Unit and you are employed with state government, you will need to create an “**Individual**” NCID user type to access DCDEE WORKS. Your assigned state staff NCID username and password will not grant you access to DCDEE WORKS.

### 9. I have an Individual NCID that I use for my Health and Safety Training (Pro-Solutions) account. Can I use the Pro-Solutions username and password to access my DCDEE WORKS account?

**Yes.** For initial registration into DCDEE WORKS, the individual NCID username and password used for your Pro-Solutions account can be used to create your DCDEE WORKS account.

If you have already completed registration for DCDEE WORKS do not attempt to use your Pro-Solutions username and password to access DCDEE WORKS, as this will lock your account access.

### 10. I have forgotten my NCID username and password. How can I retrieve this information?

Applicants can use the “**forgot your User ID?**” and “**forgot your Password/unlock Account**” option on the NCID website, [www.ncid.nc.gov](http://www.ncid.nc.gov).



### North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

A screenshot of the NCID login page. It features a "User ID:" field with a "Forgot your User ID?" link, a "Password:" field with a "Forgot your Password/Unlock Account?" link, a "Login" button, and a "Need Help?" link. There are also blue arrows pointing to the "Forgot your User ID?" and "Forgot your Password/Unlock Account?" links.

#### 11. Are NCID passwords case sensitive?

**Yes.** NCID enforces case sensitivity.

A case sensitive password is a computer command, which specifies that each letter of a password must always be typed exactly as created when using it to access accounts. For example, criteria of a NCID password are a capital (upper-case) letter or a common (lower case) letter must be used within the structure of the password to be considered valid.

#### 12. I believe there is an error with my NCID. It appears to be invalid. How can I check the status of my NCID user name and password?

To determine if your NCID account is functioning, logon to the NCID website at <https://ncid.nc.gov>. If you can log in successfully and receive a "**Welcome to NCID System**" page, your NCID account is functioning properly.

If you are unable to access the DCDEE WORKS portal with your registered NCID user name and password, please contact the EMSPIC Technical Support Service Desk at **(866) 773 – 6477** or email at [works@emspic.org](mailto:works@emspic.org) and explain that you are having problems accessing the application. Be sure to tell them you could log in successfully to the NCID website with your active NCID.

#### 13. When will I be able to access my DCDEE WORKS account?

The Division of Child Development and Early Education (DCDEE) Workforce Online Reporting and Knowledge System (WORKS) was implemented on December 30<sup>th</sup>, 2016. You are now able to create your DCDEE WORKS account.

#### 14. What is a Workforce Identification (WFID) Number?

The Workforce Identification (WFID) number is a unique identifier assigned to all child care workforce applicants. Documentation that you have received from the Workforce Education Unit, such as a "**Status**" or "**Return**" letter contains your WFID number. See the following link for examples: [What's a Workforce Identification Number - WFID#.](#)

### 15. Will I need my WFID number to register for DCDEE WORKS?

You are not required to have this information when registering, but your WFID number will assist DCDEE WORKS in identifying any previous educational information on file with the Workforce Education Unit when accessing the system during registration.

### 16. What is the difference between a UID and an NCID?

The Unique Identifier (UID) is an identification number assigned to North Carolina educators who are required to hold a NC educator's (Birth-through-Kindergarten) license as a condition of employment (e.g., public school educators, NC Pre-K and Developmental Day preschool lead teachers employed in public and nonpublic schools). The UID is required for any NC DPI licensed educator, mentor teacher and evaluators who are required to use the North Carolina Educator Effectiveness System or NCEES operated by the North Carolina Department of Public Instruction. Specifically, NC Pre-K lead teachers and Developmental Day preschool teachers, holding a Birth-through-Kindergarten (BK) license, must be mentored, evaluated and maintain a professional development plan through NCEES. BK licensed teachers employed in DCDEE regulated (star-licensed) child care centers, must enroll and work through the Early Educator Support, Licensure and Professional Development (EESLPD) Unit for these services, while public school licensed teachers work through their local education agency's human resources/personnel offices.

**Birth-through-Kindergarten licensed educators who are employed in any DCDEE regulated program whether public school-based or center-based, must also be registered with DCDEE WORKS.** BK licensed educators will have a UID (DPI/NCEES) and an NCID (DCDEE/WORKS).

### 17. I am a licensed teacher through the Early Educator Support Licensure and Professional Development (EESLPD) Unit. Do I need to register in DCDEE WORKS?

As an early educator enrolled with the Division of Child Development and Early Education (DCDEE) Early Educator, Support, Licensure and Professional Development (EESLPD) Unit, you are required to work with two different state agencies, DCDEE and the NC Department of Public Instruction's (NCDPI) Licensure Division, to ensure that your education, BK licensure, professional development and other requirements are met and maintained. You are also required to be registered with DCDEE WORKS, which is used to determine education qualifications and reviewed for points for the star rated license system.

You must register in this system to ensure that your education file for the rated license system is current. This registration is **not** related **or** connected to the [NCDPI Online Licensure System](#). The NCDPI Online Licensure System is a one-stop shop for educators, school systems, and the public to verify North Carolina educators' licenses (e.g., Birth-through-Kindergarten). Additionally, educators and school systems, such as DCDEE's EESLPD Unit, can submit license applications, renew a license, and update contact information, among other services.

**18. I mailed in my application to the Workforce Education Unit and all my documentation was mailed back to me except for my official transcripts (OT).**

As of **December 30<sup>th</sup>, 2016**, you can apply for positions and upload all documents **except** official transcripts into your DCDEE WORKS account for processing and evaluation. Please upload any education documentation including but not limited to BSAC, CDA, Montessori, etc. that was returned to you.

**19. What is the standard turnaround time for an application to be evaluated in DCDEE WORKS?**

The Workforce Education Unit's normal processing timeframe is 4-6 weeks from the date the educational documentation is received by the Unit. However, since the implementation of DCDEE WORKS, additional time is now needed to complete an education review while the Workforce Education Unit staff become acclimated to the system and updates are completed in DCDEE WORKS.

**20. I attempted to view my return letter in DCDEE WORKS and a license agreement appeared.**

When a license agreement appears when attempting to download documents, this is an indication that the Adobe Software will need to be added and/or updated to your computer system.

*To download Adobe® Acrobat® Reader® software to view the documents on your computer, click [here](#) to download a free copy.*

**21. I attempted to download my previous Workforce Education Unit qualification and status letters from my account, but they do not appear under Letters and Certificates.**

Due the extensive number of letter and/or certificates within the DCDEE WORKS system we are currently migrating these historical documents in increments, and unable to provide an exact timeframe as to when your letters/certificates will appear. Please continue to monitor your account for this update, and we hope to have this information available to you soon.

**22. Can I use autofill form data on my computer to complete my registration in DCDEE WORKS?**

**Yes.** This option can be used in your registration process. Please ensure that the correct data are populating to the system. Autofill data can be removed from your browser by clearing your historical browsing data (*cookies, caches*).


**23. I completed my registration and received a notification that my account may already exist.**

DCDEE WORKS provides a notification to applicants when the system recognizes a portion of their registration data entry. This places the registration under review. A DCDEE WORKS representative may contact you to obtain additional verification so you can proceed in the registration process.

**24. I received a 500 error when I attempted to complete an action within the DCDEE WORKS system.**

"500 errors" are system related errors. To restore DCDEE WORKS, try completing one of the following:

- **Select F5** to refresh your browser (*any changes entered before the refresh may be lost*).

- Close your browser using  in the upper right hand corner of the browser. Re-open the browser and log back into [DCDEE WORKS](http://www.dcdee.works.nc.gov) ([www.dcdee.works.nc.gov](http://www.dcdee.works.nc.gov)).
- Clear your cache (cookies). Log back into a new browser and sign into [DCDEE WORKS](http://www.dcdee.works.nc.gov).
- Reboot your desktop, laptop, phone or tablet. Log back into [DCDEE WORKS](http://www.dcdee.works.nc.gov).

If any of the above steps will not allow you to log back into the DCDEE WORKS system, please contact EMSPIC (WORKS Technical Support) for assistance at (866) 733 -6477 or email [works@emspic.org](mailto:works@emspic.org) with your technical issue.

**25. I currently work as a Teacher in a child care facility. DCDEE WORKS has the option to add facility information to my account but I do not know my facility identification. Where can I find this information?**

To locate your facility identification number, you can click on the North Carolina logo in the far upper left hand corner of DCDEE WORKS.



This action will take you to the **Division of Child Development and Early Education's (DCDEE)** web page. In the upper left hand corner of the of the DCDEE web page, click "**Search for Child Care**" and this will take you to a search tool that will assist you in locating your facility ID number. If your ID number is not listed within the search, please contact the Administrator of your child care facility to obtain this information.

**26. How can an applicant apply for Public School Preschool Staff Education (DPI) position in DCDEE WORKS?**

On the home page of your DCDEE WORKS account, select the "**Positions**" tab. This tab provides instructions for all positions that are available for qualification in DCDEE WORKS. Available DPI applicant and instructions are available in English and Spanish.

**To download the DPI Application for Teacher/Teacher Assistant (DCDEE.0171) click [here](#).**

**To download the DPI Application for Administrators (DCDEE.0172) click [here](#).**

**To download the DPI Application for Teacher/Teacher Assistant– Español (DCDEE.0171) click [here](#)**

**To download the DPI Application for Administrators – Español (DCDEE. 0172) click [here](#).**

For the Workforce Education Unit to evaluate your education, you will need to upload a copy of official transcripts showing all the coursework you have completed to date. *We cannot evaluate from a grade report, unofficial student copy, copy of a diploma, or computer printout.*

Upload an appropriately signed (by either the principal or the school system superintendent) NC DCDEE Public School Preschool Staff Education (DCDEE.0171) application for Teacher/Teacher Assistant and/or NC DCDEE Public School Preschool Staff Education (DCDEE.0171) application for Administrators with the information about the public school where you are currently employed and a copy of your official college transcript(s) showing any early childhood coursework or degrees.

**NOTE:** *Copies of your official transcript can be uploaded for the DPI application. If the uploaded copy of the official transcript is not legible, the Workforce Education Unit reserves the right to request that an official transcript be mailed to our office.*

If form **DCDEE.0171** or **DCDEE.0172** is not appropriately signed by the Principal of the School or Superintendent of the School System, the applicant must sign the application and submit official transcripts and a copy of any applicable DPI license for the evaluation process to proceed.

**Copies of official transcripts must be uploaded for ALL completed college level coursework, certificates, diplomas and/or degrees.** Please do not upload copies of in-service training documentation as these are not considered college coursework. Photocopies of transcripts, student or internet copies and grade reports are NOT accepted. Mobile device pictures will be accepted if legible.

### DCDEE WORKS CUSTOMER SERVICE CONTACT INFORMATION

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**Workforce Education Unit**

8:00 AM – 5:00 PM; Monday - Friday

**(919) 527 – 6600**

**Email:** [dcdee.works@dhhs.nc.gov](mailto:dcdee.works@dhhs.nc.gov)

**Related Questions:** Educational Qualifications; Applications; Official Transcripts; Registration Review; Submission Uploads; DCDEE WORKS access

**North Carolina Identity Management (NCID) (919) 754 – 6000 or Toll Free 1-800-722-3946**

8:00 AM – 5:00 PM; Monday - Friday

**Email:** [dit.incidents@its.nc.gov](mailto:dit.incidents@its.nc.gov)

**Related Questions:** Valid/ Invalid NCID Username and password; NCID Security Questions; NCID error messages

**EMSPIC WORKS Technical Support**

8:00 AM – 6:00 PM; Monday - Friday

**(866) 773 – 6477**

**Email:** [works@emspic.org](mailto:works@emspic.org)

**Related Questions:** Technical Assistance; DCDEE WORKS System Errors